

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT)**  
**EXAMINATION: MAY 2024**  
**FIFTH SEMESTER**

**C/CB**  
**60:40**

**Subject : - Food & Beverage Service-V (HT18-124512)**

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**Date: 16/05/2024**

**Total Marks: 60**

**Time: 2.00 pm to 4.30 pm**

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- Instructions:** 1) Each question carries 10 marks.  
2) Attempt any 06 questions.  
3) Draw neat labeled diagram wherever necessary.

- Q. 1.** a) List down the duties and responsibilities of Banquet Manager (05)  
b) Write a short note on post-operational phase (05)
- Q. 2.** Draw any 5 seating plans used in banquets and explain the same in brief? (10)
- Q. 3.** Define Menu Engineering? Explain the categories of the same? (10)
- Q. 4.** a) Draw the format of Function Prospectus (05)  
b) Explain the advantages and disadvantages of Gueridon service? (05)
- Q. 5.** a) Write a systematic procedure for banquet booking? (05)  
b) Write a short note on operational phase of banquets. (05)
- Q. 6.** a) Explain the procedure of handling customer complaint? (05)  
b) List down the types of Gueridon trolley and explain the uses? (05)
- Q. 7.** a) Write a short note on Room service order taking procedure? (05)  
b) Draw the organizational structure of banquet department (05)
- Q. 8.** Define Buffet? Explain any 5 types of buffet in brief? (10)
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